Child Safety Standards

Last updated 27 November 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

Kool has zero tolerance for child sexual abuse and exploitation (CSAE), including child sexual abuse material (CSAM). These standards apply to everything on Kool: profiles, posts, stories, clips, comments, messages, calls, lives, Mail and Shop. Kool is operated by Synvora Labs LLC.

What is not allowed

- Any content that sexualises a minor, including images, video, audio, text, drawings and AI-generated material.
- Grooming: contacting a minor to build trust for sexual purposes, asking a minor for sexual images, or arranging to meet a minor for sexual purposes.
- Sextortion, and trading, selling, requesting or linking to CSAM.
- Any use of Kool to find, contact or exploit children.

Who can use Kool

Kool is not for anyone under 13. People aged 13 to 15 can only use a child account that a parent or guardian creates and supervises in their Kool family. See the Terms of Service.

How to report

- **In the app:** use **Report** in the menu of any post, story, clip, comment, profile, message or live, and choose the reason that fits. Reports are confidential: the person you report is not told who reported them.
- **By email:** write to support@k00l.app. Do not attach or forward the material itself; send a link or describe where it is.
- If a child is in immediate danger, contact your local police or emergency number first.

What we do

- We remove CSAE content as soon as we find it or it is reported to us, and close the accounts involved.
- Synvora Labs LLC is registered with the National Center for Missing & Exploited Children (NCMEC) as an Electronic Service Provider. We report apparent child sexual abuse material to NCMEC's CyberTipline, as US law requires, and cooperate with law enforcement.
- We preserve the material and its records for the period US law requires, so they are available to investigators, and do not keep them longer than that.
- People who break these standards are banned from Kool and may be reported to the authorities.

Compliance

We comply with the child safety laws that apply to us, including 18 U.S.C. § 2258A in the United States.

Contact

Our child safety contact can be reached at support@k00l.app. Law enforcement requests are covered on Law Enforcement.